

GEORGIA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2004

Total Number of Fraud and Identity Theft Complaints from Georgia Consumers = 15,989



Fraud Complaints from Georgia Consumers = 8,549

Top Fraud Complaint Categories for Georgia Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	2,001	23%
2	Shop-at-Home/Catalog Sales	1,019	12%
3	Internet Services and Computer Complaints	890	10%
4	Foreign Money Offers	807	9%
5	Advance-Fee Loans and Credit Protection/Repair	623	7%

¹Percentages are based on the total number of fraud complaints from Georgia consumers (8,549).

Amount Paid Reported by Georgia Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
8,549	\$17,532,654	6,711	79%	\$2,613

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Georgia consumers (6,711). One consumer reported an amount paid of \$10.2 million.

Top Georgia Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Atlanta	968
Marietta	403
Lawrenceville	241
Savannah	240
Alpharetta	190



Identity Theft Complaints from Georgia Victims = 7,440

Identity Theft Types Reported by Georgia Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	2,068	28%
2	Bank Fraud ²	1,609	22%
3	Phone or Utilities Fraud	1,317	18%
4	Government Documents or Benefits Fraud	754	10%
5	Employment-Related Fraud	556	7%
6	Loan Fraud	444	6%
	Other	1,723	23%
	Attempted Identity Theft	472	6%

¹Percentages are based on the 7,440 victims reporting from Georgia. Percentages add to more than 100 because approximately 20% of victims from Georgia reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Georgia Identity Theft Victim Locations

Victim City	No. of Victims
Atlanta	1,199
Marietta	301
Decatur	226
Lawrenceville	189
Stone Mountain	172